

2000 National Customer Service Conference
“Challenges in the New Millennium”
New York City, New York
August 7-9, 2000

Preliminary Agenda

Sunday

6:00pm -8:00pm Check-In and Registration

Networking Reception

Exhibitors Set Up

Day 1
Monday

7:30am-5:00pm Registration Continues

7:45:-8:30am Continental Breakfast/ Exhibits Open

8:30-8:45am Housekeeping Notes/Introduction – New York RO

8:45-9:15am Welcome Address: **Judith Berek**, Northeast Consortia Administrator, HCFA

9:15-10:15am Keynote Speaker: **Beverly Coleman-Miller, MD**, Editorial Director, Minority Health Today, “Embracing Cultural Diversity”

10:15-10:30am Break, Networking & Exhibit Review

10:30am -12:30pm Plenary Session: Panel on Cultural Diversity

12:30-1:45pm Lunch with Special Guest: **Harold P. Freeman, MD**, President, CEO, and Director of Surgery, North General Hospital

1:45-3:00pm Guest Speaker: **Henry Claypool**, Senior Advisor to the Administrator on Disability Policy, “Reaching the Physically and Mentally Disabled”

3:00- 3:30pm Break, Networking & Exhibit Review

3:30-5:00pm Plenary Session: Panel on Disability

Day 2

Tuesday

7:30am-5:00pm	Registration Continues
7:45-8:30am	Continental Breakfast
8:30-8:45am	Housekeeping Notes/Introduction – Philadelphia RO
8:45-10:45am	Plenary Session: Panel on Appeals
10:45-11:15am	Break, Networking & Exhibit Review
11:15-12:30am	Breakout Session #1: (Various topics) Cultural Diversity Increasing Customer Service Awareness Preventive Services Technology in the New Millennium Reaching the Disabled
12:30am-1:45pm	Lunch with Special Guest: John P. Mitchell , Deputy Director, U.S. Mint
1:45-3:00pm	Breakout Session #2: (Various Topics) Cultural Diversity Increasing Customer Service Awareness Preventive Services Technology in the New Millennium Reaching the Disabled
3:00-3:30pm	Break, Networking & Exhibit Review
3:30-4:45pm	Breakout Session #3: (Various Topics) Cultural Diversity Increasing Customer Service Awareness Preventive Services Technology in the New Millennium Reaching the Disabled
4:45-5:00pm	Closing Remarks:
6:30pm	HCFA's 7th Annual Beneficiary Services Awards Ceremony & Banquet Hosted by: Mike Hash , Deputy Administrator, HCFA

Day 3

Wednesday

7:30am	Registration Continues
7:45-8:30am	Continental Breakfast
8:30-8:45am	Housekeeping Notes/Introduction – Boston RO
8:45-10:00am	Guest Speaker: Joanne Schlosser , Dynamic Presentations, Inc., “Delivering Superstar Service”
10:00-10:30am	Break, Networking & Exhibit Review
10:30-11:45am	Plenary Session: Caregiver Panel
11:45am-12:30pm	Closing Remarks/Adjourn

Reservations: Call Marriott Marquis

Conference registration information is available on the HCFA website at www.hcfa.gov/events/00custserv/default.asp, and we are working to provide additional material to this site. In the meantime, this note is to provide you with information about the hotel so that you and/or your staff may make reservations.

- The conference will begin at 8:30AM on Monday, **August 7, 2000**, and conclude at 12:30PM on Wednesday, **August 9, 2000**.
- Check-in and pre-registration will be available on Sunday, **August 6th**, beginning at 6:00PM.
- There will be a **registration fee of \$150** to cover meals, the Awards Banquet on August 8th, & incidentals.
- The hotel is the **New York Marriott Marquis**, 1535 Broadway, NYC.
- The government rate is available at \$198/night; we have 390 rooms.
- For reservations please call **(212) 398-1900**; **ASK FOR GROUP RESERVATIONS**, and indicate the HCFA National Customer Service Conference.